

BND Exchange

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BND: Improving Service Through Technology

Bank of
North Dakota

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Eric Hardmeyer

PRESIDENT'S *Message*

"If you don't know where you are going, all roads will get you there."

- Lewis Carroll

BND has operated within a strategic planning process over the past two decades. Recently we spent a significant amount of time contemplating our future and thinking about what road(s) we should take. Within the last several months we completed a formal strategic plan that will guide us for the next three years.

We began this process with two givens: the country was in the throes of the worst recession we've seen in several generations, and BND's mission, "to promote and encourage agriculture, commerce, and industry," must remain as a foundation for our plan.

We felt it was important to look past the gloom and doom of the national economy, to think about how we can make a difference and work with a relatively strong state economy. To that end we developed five strategic imperatives that will help chart our course. The first imperative is to review our economic development efforts to ensure that we are on track with where the state and local economies are going. We want to deliver our financial strength and resources where they can be leveraged for the betterment of all. To determine where we can assist, we will be meeting with bankers, economic development entities, state agencies and other interested groups.

Our second imperative is to become the best correspondent bank we can be. Over the years we have increased our correspondent bank services to an impressive array, but we need to continue to find ways to serve our customers better. With this imperative we also plan on meeting with our customers in a focused approach to determine what your needs are and how we can play a role in meeting those needs.

The other three imperatives are internally focused ensuring that we have the right systems, resources and people in place to meet our business needs now and in the future.

As with any plan, for it to be successful it must be worked and it must be adaptable. As a famous boxer once said, "Everyone has a plan on how to fight me until I hit them on the nose." Our plan is flexible and will allow us to absorb a few punches along the way. At the same time, it will ensure we take roads that lead to a successful future for BND, our business partners and the people of North Dakota. ▬

Dollars for Scholars Celebrates

On October 3rd, Dollars for Scholars chapters in the state were honored for their tireless work and dedication to North Dakota students, thanks to the partnership between BND and North Dakota Dollars for Scholars (NDDFS). Forty-eight of the 83 chapters were represented with 120 people in attendance. Each chapter represented received a \$500 scholarship from BND and NDDFS for a student in their community. ≡



BND 90th Anniversary Celebrated

BND's 90th Anniversary Open House was well attended by more than 300 guests. Most participated in tours of the facility, talked with Bank personnel, enjoyed treats and refreshments, and looked at scrapbooks and videos. Attendees also registered for door prizes and received a 90th Anniversary commemorative key chain. ≡





Bank of North Dakota

BND: Improving Service Through Technology



BND Upgrades Cash Management System

Bank of North Dakota (BND) is scheduled to implement several important upgrades to our [BND Direct Cash Management System](#). BND Direct enables customers from financial institutions and other eligible corporate and state institutions the ability to access and obtain information to better manage their BND accounts.

Improved customer functionality combined with user-friendly features ensures that Bank of North Dakota continues to meet the needs and expectations of our corporate customers. Highlights of the new upgrade include:

- Intra-day account balance information for increased account accuracy.
- An on-line wire transfer option.
- On-line transfers between multiple BND accounts.
- The ability to download and create customized reports to monitor account activity.
- Alert messaging allows customers to customize alert notices such as notification of incoming wire transfers.

- Capability to view loan participation balances and activity.
- An improved currency and coin ordering process.

In addition to the new features, customers can still access their account activity, send and receive ACH files and originate ACH on-line. In order to allow for a smooth transition, user manuals will be provided in the near future.

Enhanced security requirements remain in effect using the current multi-factor token procedure.

As future cash management needs arise, the upgraded system will have the capability for BND to provide additional enhancements as required.

Bank of North Dakota piloted the new system in October with an implementation date in mid-November. Thank you for your patience as we begin to deliver our enhanced cash management product. BND prides itself in providing fast, friendly and local customer service to our customers. ➡

BND to Use New Student Loan Services Lender System

Bank of North Dakota will begin using a new student loan lender system from 5280 Solutions, an award-winning, recognized leader in the student loan information technology industry.

This enhanced new system will increase overall efficiency and allow BND to continue to service its existing portfolio and service new loans in the future. With this new technology, BND will have:

- More control over deferment and forbearance postings
- A more efficient mode of setting up or modifying automated payments (ACH)
- The ability to send billings and other high volume correspondence electronically
- A system that incorporates new regulatory requirements that are necessary for BND's existing alternative loan program (DEAL) beginning in February, 2010



"This is very exciting for Bank of North Dakota," said Shirley Glass, associate director of BND Student Loan Services. "This new system ensures our ability to service our nearly \$1 billion existing portfolio for years to come, and will allow us to continue to provide a high level of customer service that our partners and customers have come to expect."

Implementation of this new technology has already begun. All processes will be up and running by January 1, 2011. ≡

BND Web Sites Nearing Completion

Bank of North Dakota continues to work toward completion of a new Web site by year end. This new Web site is actually three Web sites:

- Bank of North Dakota and accompanying Service Areas at banknd.nd.gov
- BND Student Loan Services at mystudentloanonline.nd.gov
- A new Web site for Student Loans of North Dakota at starthere4loans.nd.gov

In addition, SLND and College Information Service are teaming up with the North Dakota College Access Network and the ND University System at nd-can.com to promote college access through a dual Web site which can be located separately and through the SLND Web site navigation.

Final testing is underway on all four sites and BND employees are familiarizing themselves to the new site before they launch. As the year-end completion date draws near and you are able to visit these new sites, BND hopes you will find these sites to be streamlined, attractive and easy to use. ≡





BND: People Set Us Apart

Shirley Glass

Shirley Glass, associate director of Student Loan Services, has given BND 24 years of service. She oversees the day-to-day operations of student loan lending, which includes new loans, processing and customer service. A big part of her job involves looking towards the future needs of staff and customers and working to eliminate barriers so that BND can continue to meet goals and objectives.

During her time with BND, Shirley has received a number of different awards and recognition including the first “BND Outstanding Leader” award in 2005. She is involved with the National Council of Higher Education Loan Programs (NCHELP) and the Student Loan Servicing Alliance (SLSA). She is a member of financial aid administrators associations for North Dakota, South Dakota and Minnesota, as well as the Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA). Shirley volunteers for North Dakota Jump\$tart Coalition for Personal Financial Literacy as well.

Shirley’s commitment to students and parents has never been stronger.

“Compared to when I started, everything in student loans has changed,” said Shirley referring to loan options, repayments terms and loan balances.

“Our customers often tell us how nice it is to talk to a real person. The work we do at BND impacts so many people in positive ways, it is incredibly rewarding!”

In recent years Shirley has taken a healthier approach to life and has since quit smoking and taken on new hobbies (biking, hiking, skiing, canoeing and kayaking). She also includes a new adventure to her life each year. This year was white water rafting in Colorado. ≡

Shirley Glass

Associate Director of Student Loan Services
Years with BND: 24
sglass@nd.gov



Jim Leier

Lending Services
Years with BND: 10
jleier@nd.gov



Jim Leier

Jim Leier has spent his 10 years with Bank of North Dakota in Lending Services as a loan officer. Financial partners in the southwest area of North Dakota have come to know Jim well over the years, as his main focus is agricultural lending. Jim works both with direct real estate loans as well as participation loans with lead lenders, using the variety of farm lending programs at BND to benefit North Dakota borrowers. Marketing these programs within his region is included in his duties. Jim also has taken on more responsibility in the Bank stock loan portfolio at BND.

Jim is a member of the North Dakota Bankers Association (NDBA) Ag Credit Committee, and he truly enjoys his job and work-related activities. He enjoys helping bankers find financial solutions for their customers using either BND programs or programs from other agencies.

“It is very rewarding when I can help a young person get his or her start farming, raising a family and become a successful operator,” said Jim. “That is what it is all about in my book.”

Away from work, Jim spends much of his time with friends and family. He enjoys golfing, fishing, pheasant hunting and watching all kinds of sports. He also loves to float the river by pontoon. Jim is an umpire for Youth Baseball in Bismarck, and his favorite baseball team is the Minnesota Twins. ≡

BND Launches Mentorship Program

This year's leadership participants at BND designed a formal mentoring program for the Bank, called "Mentoring for the Future. Together We Grow." The vision of this program is to successfully train and foster the growth of BND employees. One goal of this program is to help the Bank run more effectively as employees communicate best practices, share knowledge, and foster a collaborative work environment. This formalized mentoring program will serve as a core development for future leaders and provide an opportunity to help employees reach their full potential. This program is targeted to assist employees in their current role, aid in the progression of their career plans, and address succession planning. ≡

The first mentor/mentee pairs include:

Eric Hardmeyer, *BND President &*
Val Timm, *Retail & Loan Operations Manager*

Bob Humann, *SVP Lending Services &*
Julie Oglesby, *Auditor*

Stan Benson, *Credit Standards & Review Manager &*
Lynette Ennen, *Student Loans Loan Processor*

Dale Eberle, *SVP Banking Services &*
Jody Reinke, *Student Loans Disbursement Processor*

Lori Leingang, *Director of Human Resources &*
Bruce Schumacher, *Loan Officer*



Eric Hardmeyer, BND President addresses mentors and mentees during a one-day workshop at the BSC National Energy Center of Excellence.

Nicole Beauclair, a contract consultant through Bismarck State College, shares her insight with BND mentees.





Bank of North Dakota

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Bank of North Dakota *Happenings*

ND Jump\$tart Hosts Golf Tourney

The North Dakota Jump\$tart Coalition for Personal Financial Literacy held its first fundraising golf tournament on August 22 at Prairie West Golf Course in Mandan. Thanks to numerous sponsors and 10 teams participating, the event was a big success for the non-profit group. BND volunteers have been instrumental in launching the Coalition with other individuals and organizations. The Coalition is set to launch its new Web site with all new functionality at its current domain of www.ndjumpstart.org in the coming weeks. ≡



Russian Business People Visit BND

On Tuesday, October 13, a group of Russian visitors involved in the Open World and the National Peace Foundation visited BND. The seven visitors are from across Russia and work in various professional capacities including sales, construction, service, government, and others. They were interested in learning how business is created here, how it is supported by the government and the community, how it is financed, and the ongoing relations between all parties. ≡



Four \$529 Awards Distributed by BND

Four young North Dakotans have jumpstarted their college savings plans with a \$529 award from BND. Each award will be placed into the recipient's College SAVE 529 plan accounts. College SAVE is North Dakota's state-sponsored, tax-advantaged 529 college savings plan administered by Bank of North Dakota. The recipients were drawn from each of the 529 College Savings Day events in Minot (Alexis Taft, age 7 of Minot) and Bismarck (Lynsey Morrell, age 17 of Mandan), the North Dakota State Fair College SAVE mural event (Emily Christmann, age 10 of Kindred) and a state-wide drawing (Isaac Dinius, age 7 of Dickinson). ≡

College SAVE™
Picture the Future

The only state-owned bank in the nation, Bank of North Dakota is overseen by the Industrial Commission of North Dakota, consisting of Gov. John Hoeven as Chairman, Attorney General Wayne Stenehjem, and Agriculture Commissioner Doug Goehring.